Lead Institute
OF HIGHER EDUCATION
TEQSA ID: PRV14389 | CRICOS Code: 04342A



STUDENT HANDBOOK

Lead Institute of Higher Education (LIHE)

2026 - 27

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Welcome

Welcome to the Lead Institute of Higher Education (LIHE). We are delighted that you have chosen to study with us.

LIHE is a private higher education provider in Parramatta, Sydney. We offer undergraduate and postgraduate courses designed with industry. Our aim is to give you a high-quality education, practical skills and the support you need to succeed in your studies and your career.

Sydney is one of the world's most liveable cities. It is safe, multicultural and full of opportunities to learn, work and enjoy life.

This handbook explains what you need to know before you enrol, when you arrive, and throughout your studies. Please read it carefully and keep it for future reference. It is also available on the Learning Management System (LMS) and in the library.



Dean’s Welcome



Welcome to LIHE!

I warmly welcome you to the **Lead Institute of Higher Education (LIHE)**.

At LIHE, our mission is to shape futures. We prepare you with the knowledge, confidence and practical skills you need to lead in a changing world.

Our undergraduate and postgraduate courses are developed in partnership with industry. This means every course is academically strong and directly relevant to your future career.

We set high standards for engagement, critical thinking and integrity. In return, you will benefit from small classes, supportive teachers and learning that connects theory with practice.

From your first day to graduation, our staff will guide and support you. This is your time to learn, to grow and to lead. We are proud to walk with you.

Warm regards,

Associate Professor Ishmael Adams

Dean, Lead Institute of Higher Education

About LIHE

Our Vision

To be a leading higher education provider that sets the benchmark for transformative learning, academic excellence and innovation.

Our Mission

To provide a stimulating learning environment that guides students towards academic achievement and professional growth.

Our Values

Honesty, integrity and transparency guide everything we do. We value collegiality, respect, equity and accountability, and we are committed to an inclusive and supportive learning environment.

Campus Location and Contact Details

Address

Suite 2, Level 1, 37–39 George Street, Parramatta NSW 2150, Australia

The campus is about a five-minute walk from Parramatta train station.

Contact

Phone: +61 2 7232 1822
Email: info@lihe.edu.au
Website: www.lihe.edu.au

Registration

TEQSA Provider ID: PRV14389
CRICOS Provider Code: 04342A

Facilities and Learning Resources

LIHE provides teaching rooms, library and learning resources (print and online), and student support services on campus. All course materials, announcements and assessment submissions are managed through the LMS.

You must have your own laptop or computer with reliable internet access to complete your studies.

Before You Enrol

Australian law (the ESOS framework) requires LIHE to give international students clear and accurate information before they accept an offer. This section tells you what information you will receive and where to find it. Please read all of it before you accept your offer and pay any fees.



Information You Will Receive Before Enrolment

Information	Where to find it
Entry requirements, including academic qualifications, English language level and any work experience	Course page on the LIHE website and your Letter of Offer
Course content, duration, qualification awarded, study mode and assessment methods	Course page and course outline
Campus location and the facilities, equipment, library and learning resources available	"About LIHE" section of this handbook
Work Integrated Learning or placement requirements (if part of your course)	Course page and the WIL Guide
Tuition fees, other course costs, possible fee changes and refunds	Letter of Offer, written agreement and Fee Refund Policy
Whether you can apply for credit for previous study	"Credit for previous study" below and the Advanced Standing Policy
Your rights and responsibilities under the ESOS framework	"Your Rights under ESOS" section of this handbook
Living costs, accommodation and life in Sydney	"Living in Sydney" section of this handbook

Your Letter of Offer and Written Agreement

If your application is successful, LIHE will send you a Letter of Offer and a written agreement. The written agreement is a contract between you and LIHE. It sets out:

- your course, start date, expected duration, study mode and campus;
- the tuition fees and non-tuition fees you must pay, and when you must pay them;
- the refund conditions, including what happens if your visa is refused;
- how LIHE will use and share your personal information; and
- how to make a complaint or appeal.

Read the agreement carefully before you sign it or pay any fees, and keep a copy. If you are under 18, a parent or legal guardian must also sign.

Credit for Previous Study (Advanced Standing)

If you have already completed study that matches part of your LIHE course, you may be able to receive credit. This means you will not have to repeat learning you have already done.

LIHE compares the learning outcomes, amount of learning, content and assessment of your previous study with the LIHE units. Credit is only given when it protects the quality of your qualification and helps you achieve the course outcomes. Credit may shorten your course, which will be shown on your Confirmation of Enrolment (CoE).

Apply for credit before or at enrolment. See the Advanced Standing Policy and Procedure on the LIHE website.

Education Agents

If you use an education agent, LIHE is responsible for the information the agent gives you about LIHE. Agents must give you accurate information and must not mislead you. If you have concerns about an agent, contact LIHE Admissions at admissions@lihe.edu.au.

Your Rights under ESOS

The Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice 2018 protect international students studying in Australia on a student visa. The framework sets standards for education providers, protects your tuition fees and supports the integrity of the student visa program.

Your Rights

Under the ESOS framework, you have the right to:

- receive current and accurate information about your course, fees and study mode before you enrol;
- sign a written agreement with LIHE before or when you pay fees;
- receive an orientation and access to student support services;
- study in a safe environment;
- know how LIHE monitors your attendance and academic progress;
- use LIHE's complaints and appeals process, and an external body if needed; and
- be protected by the Tuition Protection Service if LIHE cannot deliver your course.

Your Responsibilities

You must:

- meet the conditions of your student visa;
- keep your Overseas Student Health Cover (OSHC) current for your whole stay;
- meet LIHE's attendance and academic progress requirements;
- tell LIHE your Australian address and contact details, and update them within 7 days of any change; and
- follow LIHE's policies, including the Student Code of Conduct.

For more information, visit the Australian Government ESOS framework page:

Student Visa Conditions

If you study in Australia on a Student Visa (subclass 500), you must understand and follow your visa conditions. The Department of Home Affairs sets these conditions. If you do not meet them, your visa may be cancelled.

Key Visa Conditions

1. **Stay enrolled in a registered course**
   You must stay enrolled in a registered course at a CRICOS-registered provider, such as LIHE. If you want to change your course, provider or level of study, talk to LIHE first.
2. **Keep a valid Confirmation of Enrolment (CoE)**
   Your CoE must be current for your whole course. If your course is shortened or extended, LIHE will issue a new CoE.
3. **Meet attendance and academic progress requirements**
   You must meet LIHE's academic progress requirements. See "Academic Progress" for details.
4. **Keep your address and contact details up to date**
   Give LIHE your Australian residential address, mobile number and emergency contact. Tell Student Services within 7 days if any of these change: studentservices@lihe.edu.au.
5. **Keep your health cover**
   You must hold Overseas Student Health Cover (OSHC) for the whole time you are in Australia on a student visa. Renew it before it expires.

Working in Australia: Your Rights and Responsibilities

Many international students choose to work while studying in Australia. Understanding your employment rights and responsibilities can help you make informed decisions and protect yourself in the workplace.

Know your rights

Workers in Australia are entitled to minimum employment protections, including applicable minimum pay rates and conditions. These may cover working hours, payslips, leave, penalty rates and other employment entitlements.

Understand your visa conditions

If you hold a student visa, you must comply with the work restrictions that apply to your visa. Make sure you understand these conditions before commencing employment.

Know where to seek help

If you experience workplace problems, such as underpayment, unpaid work trials, unlawful deductions or unfair treatment, you can seek independent information and assistance from the Australian Government's Fair Work Ombudsman.
The Fair Work Ombudsman provides free information and assistance to workers, including international students.
Visit the following resources to learn more:
Fair Work Ombudsman — International Students
Resolving Workplace Issues and Getting Help
LIHE encourages students to familiarise themselves with their employment rights and seek appropriate assistance if they experience workplace difficulties.

6. **Follow the work limits**

   Student visa holders can generally work up to 48 hours per fortnight while their course is in session, and unlimited hours during scheduled course breaks. Some visa holders have different rules, so check your own conditions before you start work. To learn about your rights at work, visit the Fair Work Ombudsman.

7. **Finish your course on time**

   You must complete your course within the duration shown on your CoE. LIHE can extend this only in limited cases. See "Academic Progress".

8. **Obey Australian laws**

   You must obey Australian laws at all times. Breaking the law may lead to the cancellation of your visa.

Check Your Visa Conditions

You can check your visa conditions at any time using the Visa Entitlement Verification Online (VEVO) system. You will need your passport and visa grant number.

Check your visa conditions (VEVO) | Student visa (subclass 500) information

If You Do Not Meet Your Visa Conditions

Not meeting your visa conditions can lead to:

- a formal warning;
- academic or disciplinary action;
- a report to the Department of Home Affairs; or
- cancellation of your student visa.

Before LIHE reports you for not meeting academic progress requirements, you will always receive written notice and a chance to appeal. See "Academic Progress" and "Complaints and Appeals".

Preparing for Your Arrival



Before You Travel

- Book temporary accommodation for your first few weeks.
- Share your flight and accommodation details with your family, friends and LIHE, and let them know when you arrive safely.
- Bring your passport, visa grant notice, Letter of Offer, CoE, OSHC details and copies of your qualifications.
- Bring some Australian dollars for your first few days. Do not carry large amounts of cash; use secure bank transfers instead.

Getting from the Airport

Sydney Airport has taxi ranks, rideshare pick-up areas and a train service to the city. From Central Station you can take a train to Parramatta. You can pay for public transport with an Opal card or a contactless credit card, debit card or phone.

Sydney Airport
Transport NSW – tickets and Opal

Your First Weeks

- Attend Orientation. It is compulsory.
- Open an Australian bank account.
- Get an Australian mobile phone number.
- Give LIHE your Australian address and phone number.
- Create your Unique Student Identifier (USI) if you do not have one.

Living in Sydney

Living Costs and Budgeting

Sydney is an exciting city, but it is also one of the more expensive places to live in Australia. As a guide, plan for weekly costs of about AUD $450–$700, depending on your lifestyle and accommodation. This includes rent, food, transport, phone and internet, and other costs. These amounts are only an estimate. Always check current prices.

Make a budget that includes accommodation, food, transport, clothing, phone and internet, entertainment, travel and, if relevant, childcare. Do not rely only on part-time work to pay for your study and living costs. Check the Department of Home Affairs website for the amount of money you must show for your visa.

For more help, visit Study Australia – Life in Australia.



Accommodation

For your first few weeks, you may stay in a hotel, hostel or other temporary accommodation. Longer-term options include:

- **Private rental** – you sign a lease that sets out the rent, bond, length of stay and other conditions.
- **Share house** – you share a house or flat and its costs with other people. Check whose name is on the lease and what each person must pay.
- **Homestay or boarding** – you live with a family or household under a private arrangement.

International students have the same renting rights as local residents. Read every agreement before you sign it. If you need advice, contact NSW Fair Trading or LIHE Student Services.



Bringing Your Family

Family members, such as your partner or dependent children under 18, need their own visas and health insurance. You may need documents such as marriage or birth certificates. Check the rules with the Department of Home Affairs before making plans.

Banking

To open a bank account, you will usually need your passport, student visa and proof of address. Major banks include Commonwealth Bank, ANZ, NAB and Westpac. Most offer accounts for students.

Getting Around

Sydney has trains, buses, ferries and light rail. Pay with an Opal card or a contactless bank card or phone. Tap on and tap off every trip. Plan your trips with the Transport NSW Trip Planner. Your LIHE student card does not give you public transport concessions.

Shopping

Most shops open from 9:00 am to 5:30 pm, with late trading on Thursdays. Supermarkets such as Coles, Woolworths and Aldi are often open late. Kmart, Big W, Target and Myer sell clothing and household items. Westfield Parramatta (159–175 Church Street) is close to campus.



Health, Safety and Emergencies

In an Emergency

Call **000 (Triple Zero)** for police, fire or ambulance. The operator will ask which service you need and where you are. For non-urgent police matters, call 131 444.

If something serious happens to you, such as an accident, assault or a sudden family emergency, contact LIHE Student Services as soon as you can. LIHE has procedures to support students during a critical incident.

Medical Care

For general health needs, visit a local doctor (GP) or medical centre. Take your OSHC card and identification to every appointment. For emergencies, go to the nearest hospital emergency department, which is open 24 hours a day.

Service	Address	Phone
Argyle Street Medical Centre	Corner of Argyle and Marsden Streets, Parramatta	(02) 9893 8733
Westmead Hospital (emergency department)	Corner of Hawkesbury Road and Darcy Road, Westmead	(02) 8890 5555

Overseas Student Health Cover (OSHC)

OSHC is compulsory for international students. It helps pay for doctor visits, hospital treatment, some medicines and emergency ambulance services. It does not usually cover dental, optical or physiotherapy; you can buy extra cover for these.

You can choose any approved OSHC provider, such as Allianz Care, Medibank, BUPA, NIB or AHM. Compare what each policy covers before you buy.



Personal Safety

Sydney is a safe city, but it is wise to take normal precautions, especially at night.

- Stay in well-lit areas and use main roads. Avoid dark shortcuts and alleys.
- Walk with a friend at night if you can, and tell someone where you are going.
- Keep your bag closed and your phone and valuables out of sight.
- Do not use headphones at high volume when walking or waiting for transport.

Public Transport Safety

- At night, wait near Help Points or CCTV cameras, and choose a train carriage with other people or near the guard (marked on the platform).

- If you feel uncomfortable, move to another seat or carriage.
- Report anything suspicious to the driver, guard or transport staff.
- Register your Opal card online so you can recover the balance if it is lost.

Taxis, Rideshare and Cycling

- Use only licensed taxis or well-known rideshare apps. Check the driver and car details before you get in, and share your trip with a friend.
- Never accept a ride from a stranger.
- If you cycle, you must wear a helmet. It is the law. Use lights at night and lock your bike securely.



More safety information: Transport NSW – Safety and security and Study Australia – Personal safety.

Beach and Sun Safety

Australian beaches are beautiful but can be dangerous, especially if you are not used to swimming in the ocean.

- **Always swim between the red and yellow flags.** Lifeguards watch this area.
- **Read the safety signs** at the beach entrance and follow lifeguard advice.
- **Never swim alone,** at night, or after drinking alcohol or taking drugs.
- **If in doubt, don't go out.** Strong wind, big waves and tides can make swimming unsafe.
- Watch for jellyfish and stingrays. If you are stung, see a lifeguard straight away.
- If you see someone in trouble, tell a lifeguard or call 000. Do not try a rescue unless you are trained.





Rip currents. A rip is a strong current that flows away from the beach. Look for deeper, darker water with fewer breaking waves, or sand and debris moving out to sea. If you are caught in a rip, stay calm and do not swim against it. Float, raise one arm and call for help. When the current weakens, swim parallel to the beach, then back to shore.

Sun safety. Australia's UV radiation is very strong, even on cloudy days. Remember: **Slip** on a shirt, **Slop** on SPF 30+ sunscreen (reapply every two hours), **Slap** on a hat, **Seek** shade and **Slide** on sunglasses.

Find patrolled beaches with the Beach Safe app from Surf Life Saving Australia.

Orientation, Enrolment and Your Student Card

Orientation

Orientation is compulsory and is held at the start of each semester. It introduces you to:

- your course, academic expectations and assessment;
- student support services, including English language and study help;
- health, legal and emergency services;
- campus facilities, the library and the LMS;
- attendance and academic progress requirements; and
- complaints and appeals, and key LIHE policies.

You will also meet staff and other students, have your photo taken for your student card, and get help creating a USI.

Unique Student Identifier (USI)

Every student in Australia needs a USI. Register using your legal name exactly as it appears on your passport. If the names do not match, you may not be able to enrol, receive your results or graduate. Register at www.usi.gov.au.

Student Card

Collect your student card from Reception after Orientation. Use it to access campus facilities. It may also give you discounts at museums, theatres and cinemas. It does not give public transport discounts. A replacement card costs $20.

Enrolling in Your Classes

You must enrol in your classes at the start of each semester and check that your name is on each class list. LIHE will tell you the enrolment dates by email, on the LMS and on campus notice boards before each semester starts.

You must complete class enrolment by the end of Week 2. After Week 2, late enrolment is only possible in exceptional circumstances, with LIHE's approval. To apply, submit a written request with supporting documents.

If you have unpaid fees or enrol late, you will not be officially enrolled until the issue is fixed and a place is available. If you enrol late, you must catch up on any missed work. If you do not meet the unit requirements, you may need to repeat the unit and pay again.

Keeping in Touch

LIHE will contact you through your LIHE email account and the LMS. Check both regularly.

Studying at LIHE



Attendance

You must have 80% attendance for face-to-face classes (when required). This is a LIHE requirement. Attendance is monitored because it is closely linked to academic success. If you are going to miss classes, tell your lecturer.

Assessment

Assessments measure how well you have achieved the unit learning outcomes, the course learning outcomes and LIHE's graduate attributes. At the start of each unit, you will receive clear information about the assessment tasks, due dates and grading standards.

LIHE's assessment tasks are varied, fair, inclusive and reasonably achievable. Grading is consistent across LIHE and comparable with other Australian higher education providers. You will receive timely feedback to help you improve.

See the Assessment Policy and Procedure on the LIHE website.

Academic Integrity

Academic integrity means doing your own work honestly and giving credit to the work of others. You must:

- submit only your own work and reference all sources correctly;
- not plagiarise, cheat, collude with others, falsify data or pay someone else to do your work;
- use generative artificial intelligence (AI) only when an assessment allows it, and as set out in the Generative AI Policy and Procedure; and
- conduct research ethically and use credible sources.

Breaches of academic integrity can lead to serious penalties. See the Academic Integrity Policy on the LIHE website.

Getting Help from Your Lecturers

Your lecturers and tutors offer consultation time outside class. You can ask them to:

- explain unit content or assessment tasks;
- help you catch up after missing a class;
- explain progression rules and course requirements;
- give feedback on your performance; and
- help with time management, study skills and learning goals.

LIHE also encourages study groups, peer discussion and campus events. See the Student Consultation Policy.

Work Integrated Learning (WIL)

Students in the Graduate Diploma of Early Childhood Education must complete a Work Integrated Learning (WIL) placement. WIL lets you apply what you learn in a real early childhood setting.

Before LIHE can arrange your placement, you must provide:

- a valid Working with Children Check (WWCC);
- a National Police Check; and
- evidence that you have completed an accredited First Aid course.

The placement usually runs over about 6 weeks in a semester and includes at least 225 hours of practical experience in an approved setting. It has four stages: preparation, work experience, reflection and assessment. Read the WIL Guide on the LIHE website before your placement. https://lihe.edu.au/students/policies

Academic Progress

LIHE monitors your academic progress so that we can support you early if you are having difficulties.

Progress Requirements

To make satisfactory academic progress, you must:

- pass more than 50% of the credit points you are enrolled in each semester;
- complete your course within the duration on your CoE; and
- follow LIHE's policies, unit outlines and course requirements.

Monitoring and Support

LIHE reviews every student's progress at the end of each semester and may also review it at other times. If you are at risk of not meeting the requirements, LIHE will contact you and put an intervention strategy in place. This may include extra academic support, study skills help, counselling or a reduced study load.

If You Do Not Make Satisfactory Progress

If you continue to not meet the progress requirements, LIHE will send you a written notice that it intends to report you to the Department of Home Affairs. You will have **20 working days** to use LIHE's complaints and appeals process. LIHE will only report you after the appeal process is finished, or if you do not appeal, or if you withdraw.

Extending Your Course

LIHE can extend your course duration only if:

- there are compassionate or compelling circumstances;
- you are on an approved intervention strategy; or
- your studies have been deferred or suspended with approval.

Compassionate or Compelling Circumstances

These are serious events, usually outside your control, that affect your studies or wellbeing. Examples include:

- serious illness or injury (with a medical certificate);
- the death or serious illness of a close family member;
- a major crisis or natural disaster in your home country;
- pregnancy or childbirth (yours or your partner's);
- being the victim of a crime or accident (with a police or other report);
- legal obligations, such as jury duty or compulsory military service; and
- being unable to enrol in a required unit because LIHE did not offer it.

You must provide documents to support your claim. See the Academic Progression and Graduation Policy https://lihe.edu.au/students/policies

Changes to Your Studies

Deferring or Suspending Your Studies

You can ask to defer the start of your course, or to suspend (pause) your studies, if you have compassionate or compelling circumstances. Delays in getting your visa may also be accepted. You must provide supporting documents. LIHE will tell you its decision in writing.

Deferring or suspending may affect your visa. LIHE must report approved deferrals and suspensions to the Department of Home Affairs.

When LIHE May Suspend or Cancel Your Enrolment

LIHE may suspend or cancel your enrolment if you:

- do not make satisfactory academic progress;
- seriously breach the Student Code of Conduct;
- do not pay your fees; or
- stop attending and do not respond to LIHE by the required deadline.
- Student request to suspend studies due to compassionate or compelling circumstances.

LIHE will tell you in writing before it suspends or cancels your enrolment. You will have **20 working days** to appeal, unless your own or others' health, safety or wellbeing is at risk.

Transferring to Another Provider

You cannot usually transfer to another provider before you have completed **Twelve months** of your principal course. If you want to transfer earlier, you must ask LIHE for a release. LIHE will consider your request under its Transfer Policy and will give you its decision, with reasons, in writing. If LIHE refuses, you can appeal.

For more information, see the Deferral, Suspension and Cancellation Policy and the Transfer Policy on the LIHE website. https://lihe.edu.au/students/policies

Fees, Refunds and Tuition Protection

Tuition Fees

Your tuition fees are listed in your Letter of Offer and written agreement. LIHE reviews its fees each year, so fees may change during your course. New fees are published on the LIHE website and notice boards at least one month before enrolment, and LIHE will also tell you by email and through the LMS.

Other Costs

You may also need to pay for:

- Overseas Student Health Cover (OSHC);
- a laptop or computer and reliable internet access;
- travel to campus and to placements;
- a replacement student card ($20);
- repeating a unit that you fail; and
- for Early Childhood students: a Working with Children Check, a National Police Check, a First Aid course and any required vaccinations.

Refunds

To apply for a refund, complete the Fee Refund Application Form. Refunds are calculated using the refund schedule in the Fee Refund Policy and your written agreement.

- Refunds are paid in Australian dollars to the student named on the written agreement, unless you give written permission to pay someone else (such as a parent, sponsor or agent).
- Refunds are paid by bank transfer to the account you nominate. If you paid by credit card, the refund will go to a credit card.
- **If LIHE cannot deliver your course** (provider default), LIHE will, within 14 days, either offer you another course that you accept or refund your unspent tuition fees.
- **If you withdraw or your visa is refused** (student default), LIHE will pay any refund owed under your written agreement within four weeks of receiving your written claim.

When Fees Are Not Refunded

You will not normally receive a refund if:

- you withdraw after the census date and there are no special circumstances;
- you defer your course (your fees will be held as credit for your future studies); or
- you become an Australian permanent resident after the census date (you must pay international fees for the rest of that semester).

Tuition Protection Service (TPS)

The Australian Government's Tuition Protection Service protects international students if their provider cannot deliver a course they have paid for. If this happens and LIHE cannot place you in another course, the TPS will help you find a suitable new course or refund the unused part of your prepaid tuition fees. Visit www.education.gov.au/tps.

See the Fee Refund Policy and Procedure on the LIHE website for full details.

Student Conduct and a Safe Campus

What You Can Expect from LIHE

LIHE will:

- select students fairly using clear criteria;
- provide high-quality courses, qualified staff and the resources you need to study;
- give you clear and timely information about your course, administration and assessment;
- encourage open and respectful debate, in line with the Academic Freedom Policy; and
- treat you with courtesy, respect and fairness.

What LIHE Expects from You

You must:

- treat everyone with courtesy and respect, regardless of their gender, age, ethnicity, background, disability, sexual orientation or religion;
- respect other people's right to hold different views;
- behave appropriately in class, online and on placement, and not disrupt learning;
- complete your academic work honestly;
- not encourage others to break LIHE rules;
- follow all LIHE policies and your admission conditions; and
- raise concerns promptly, and try to resolve problems informally first.

See the Student Code of Conduct on the LIHE website.



Sexual Assault and Sexual Harassment

LIHE has zero tolerance for sexual assault and sexual harassment. Everyone has the right to feel safe at LIHE, including on placement and online.

If you experience or witness sexual assault or harassment, you can report it to any staff member, the Student Support Manager, the police or the National Student Ombudsman. LIHE will respond with care, take steps to keep you safe, and handle your report confidentially and fairly. Support is available whether or not you make a formal report.

For confidential support at any time, call 1800RESPECT on 1800 737 732. In an emergency, call 000. See the Sexual Assault and Sexual Harassment Policy on the LIHE website.

Student Support Services

LIHE's support services are free. Contact Student Services at studentservices@lihe.edu.au to arrange support.



Academic and Learning Support

LIHE offers study skills workshops, individual help with academic writing and English language, library and online learning resources, and career and resume advice.

The Reading Writing Hotline (1300 655 506) also offers free information about literacy support: www.readingwritinghotline.edu.au.

Counselling and Wellbeing

Studying in a new country can be stressful. If you need to talk to someone, LIHE can arrange free, confidential counselling with its external provider, Marsden Therapy in Parramatta. LIHE can also refer you to other community services.

Disability Support

If you have a disability or health condition that affects your studies, contact Student Services. LIHE can arrange reasonable adjustments to help you study.

Having Your Say

LIHE values your feedback. We collect it through surveys, unit evaluations, meetings and everyday conversations, and we use it to improve teaching and services.

The Student Advisory Group (SAG) represents students. A student representative from SAG sits on the Academic Board and the Teaching and Learning Committee, so students have a voice in key decisions. We encourage you to take part.

Complaints and Appeals

LIHE's complaints and appeals process is free, fair and confidential. You can use it if you are unhappy with a decision, a service or your experience at LIHE. You can bring a support person to any meeting. If you are an international student, LIHE will keep your enrolment while the internal process is under way.

- **Stage 1: Informal resolution**

  Try to resolve the issue directly with the person involved. Many issues can be fixed quickly this way.

- **Stage 2: Formal complaint**
  - Complete the Grievance Application Form and send it to the Student Support Officer, with any documents and details of what happened at Stage 1.
  - Student Support checks that your application is complete and sends it to the Dean.
  - The Dean will start investigating within 10 working days, consult relevant staff and records, and give you a written outcome with reasons.

- **Stage 3: Internal review (appeal)**
  - If you are not satisfied with the outcome, you can ask for an internal review. Explain why, include earlier decisions and correspondence, the outcome you want, and any new evidence.
  - The Grievance Committee (the Course Director, the Student Support Manager and an academic staff member) will review your case. If a committee member was involved in your complaint, another impartial person will replace them.
  - You will receive a written decision within 10 working days of the committee meeting.



- **Stage 4: External review**

  If you are still not satisfied, you can ask an independent body to review your case. LIHE will tell you about this in writing.

External body	Contact
Resolution Institute – Student Mediation Scheme LIHE pays the mediation fees.	resolution.institute/student-mediation-scheme 02 9251 3366
Overseas Students Ombudsman For international students at private providers.	www.ombudsman.gov.au 1300 362 072
National Student Ombudsman For all higher education students. Cannot review academic judgement, such as a grade.	www.nso.gov.au/complaints 1300 395 775

These external services are free and independent. If the outcome supports you, LIHE will act on it promptly. See the Student Grievance Management Policy and Procedure on the LIHE website.

Privacy and Your Personal Information

LIHE protects your personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

What We Collect

We collect information from your application, enrolment forms, assessment records and online submissions. This includes:

- your personal and contact details;
- your education and employment history;
- background information for government statistics (such as country of birth, previous education and any disability you tell us about);
- your attendance, assessment results and progress; and
- your fees and payments.

How We Use and Share It

We use your information only for purposes related to your studies at LIHE. We store it securely and protect it from unauthorised access.

As required by law, LIHE may share your information with Australian Government agencies, such as the Department of Education, the Department of Home Affairs, TEQSA, the Tuition Protection Service and the Ombudsman. We may also share it with your OSHC provider. Otherwise, we will only share your information if:

- you give written consent;
- it is needed to prevent a serious threat to your life or someone else's; or
- the law requires or allows it.

See the Privacy Policy on the LIHE website.

Key Contacts and Useful Links

LIHE Contacts

Contact	Details
General enquiries	info@lihe.edu.au
Admissions	admissions@lihe.edu.au
Student Services	studentservices@lihe.edu.au
Registrar	registrar@lihe.edu.au
Campus phone (office hours)	+61 2 7232 1822

Emergency and Community Services

Service	Phone
Police, fire, ambulance (emergency)	000
Police assistance (non-urgent)	131 444
Translating and Interpreting Service (TIS National)	131 450
Poisons Information Centre	13 11 26
State Emergency Service (floods and storms)	132 500
Electricity faults / gas faults	13 13 88 / 131 909
Water and sewerage faults	13 20 90
Environment Protection Authority	131 555

Wellbeing and Crisis Support

Service	Contact
Lifeline 24-hour crisis support	www.lifeline.org.au 13 11 14
Beyond Blue Anxiety and depression support	www.beyondblue.org.au 1300 22 4636
ReachOut Online support for young people	www.reachout.com.au
1800RESPECT Sexual assault and family violence support	1800 737 732

Service	Contact
Study Assist Student advocacy information	studyassist.gov.au

Legal Advice

Service	Contact
Legal Aid NSW – Criminal Law Parramatta Justice Precinct, Level 1, 160 Marsden Street, Parramatta NSW 2150	02 9066 6000 pjp@legalaid.nsw.gov.au
Legal Aid NSW – Family and Civil Law Level 4, 128 Marsden Street, Parramatta NSW 2150	02 9891 1600 parra.family@legalaid.nsw.gov.au

Government Information

Topic	Website
ESOS framework	www.education.gov.au/esos-framework
Tuition Protection Service	www.education.gov.au/tps
Student visa and VEVO	immi.homeaffairs.gov.au
Workplace rights	www.fairwork.gov.au
Living in Australia	www.studyaustralia.gov.au
LIHE policies	www.lihe.edu.au/policies

Laws and visa rules can change. Always check the official websites above for the latest information.

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OF HIGHER EDUCATION
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THANK YOU

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